

MINUTES OF THE
MAG 911 OVERSIGHT TEAM MEETING

May 20, 1999
MAG Office Building, Ocotillo Room
Phoenix, Arizona

MEMBERS ATTENDING

Roy Levenda, Glendale Fire Department,
Chairman
Harry Beck, Phoenix Fire Department
Dennis L. Donna for Fred Conway, Mesa Police
Department
Helen Gandara-Zavala, Scottsdale Police
Department

Cliff Jones, Tempe Fire Department
Shelly Bunn for David Hendershott,
Maricopa County Sheriff's Office
Rick Patscheider, Tolleson Police Department
Peter Ramsay, Peoria Police Department
Gerd Kurtenbach, Phoenix Police Department

*Those members neither present nor represented by proxy.

OTHERS PRESENT

Ramsey Beckstead, Scottsdale
Valerie Day, MAG
Mary Dysinger-Franklin, Phoenix Fire Dept.

Jim Gibson, Glendale Fire Department
Sarath Joshua, MAG
Jean Maiocco, Maricopa County Sheriff's Office
Jim Wortham, Phoenix Fire Department

1. Call to Order

The meeting was called to order by Chairman Roy Levenda at 2:00 p.m.

2. Approval of the October 22, 1998 Meeting Minutes

Cliff Jones moved, Rick Patscheider seconded, and it was unanimously carried to approve the minutes of the October 22, 1998 MAG 911 Oversight Team meeting.

3. MAG Technical Subcommittee Maintenance Contract Review Update

Jim Wortham handed out copies of the proposed maintenance contract received from US West this morning. This contract is a one year extension for maintenance to the E911 equipment. Mr. Wortham stated that contracts in the past covered five years with an annual renewal option. He noted that the new contract now identifies individual PSAP monthly charges and a line item budget relationship. Mr. Wortham stated that since this is a City of Phoenix contract, it will be reviewed by the City's Legal Department. He indicated that the Technical Subcommittee has not seen the latest revisions, but copies of the revised contract have been sent to Committee members for their review. The contract will be on the agenda at the next Technical Subcommittee meeting for action.

Mr. Wortham requested that the Oversight Team recommend acceptance of the maintenance contract dependent upon the Technical Subcommittee acceptance.

Chairman Levenda asked if there were any questions. Dennis Donna asked for clarification why Mesa was not listed in the maintenance contract. Mr. Wortham replied that they elected to purchase equipment from a vendor other than US West. Their equipment maintenance is provided by the other vendor. Mr. Wortham noted that Rural Metro is also not represented in the contract for the same reason. He commented that he is working with the State in providing for their maintenance.

Mr. Wortham noted that maintenance costs have gone up. He stated that we had been renewing the contract at the 1985 monthly rate of \$28,500. This monthly rate is now approximately \$41,000, up 46 percent. Mr. Wortham commented that funding is provided by ADOA, not from cities and the county. Mr. Wortham noted that the RFP for the consultant study, to be discussed in a separate agenda item, may help us address areas we need to change. Chairman Levenda asked if the increase might be due to extending the contract for only one year, rather than for five years? Mr. Wortham replied that is correct. Although he was unsure of the exact amount, there is a discount for multi-year contracts. Mr. Wortham noted that the fact that US West is not the sole source provider is an additional consideration. Chairman Levenda asked if a multi-year contract would be negotiated after this contract expires next year. Mr. Wortham replied yes. In addition, they are to notify us of increases of 10 percent or over. He stated that ADOA has reviewed and approved the contract. Mr. Wortham noted that a motion of support will help in endorsement of the contract.

Cliff Jones moved to endorse the contract dependent on acceptance by the Technical Subcommittee. Harry Beck seconded, and it was unanimously carried.

4. Update on FY 1999 MAG PSAP Equipment Funding Request Amendments

Mary Dysinger-Franklin stated that the Technical Subcommittee approved and Barbara Jaeger from ADOA agreed with amendments to the FY 1999 budget. They include partial logging recorder updates for Y2K compliance. Each agency is approved for up to \$1,000. In the FY 2000 budget are \$1,000 for an additional TDD keyboard for ASU, three additional 911 trunks for Apache Junction Police Department and two additional positions with TDD keyboards for a total of \$36,000. Ms. Dysinger-Franklin stated that the budget will have to be amended to include the increase in the US West maintenance contract. She indicated that at least \$356,000 would be moved from FY 1999 to FY 2000 and with these amendments the FY 2000 budget for equipment is approximately \$1,200,000.

5. Dispatcher Shortages

Chairman Levenda stated that solutions and efforts to resolving the issue of dispatcher shortages would be discussed. He indicated that he felt that shortages were individual city concerns, rather than a regional problem.

Gerd Kurtenbach stated that one of the problems that confronted Phoenix Police was the process of a two-year probationary training cycle. He explained that operators are cross trained, beginning with 911 training the first year and radio training the second year. He commented that employees were terminated if they were not successful in radio training. Mr. Kurtenbach stated that the pay scale seemed to be the

biggest concern resulting in turnover. Other agencies offered higher pay and less workload. Mr. Kurtenbach stated that Phoenix increased the pay significantly and the workload will be reduced even further with the introduction of the megahertz system. Helen Gandara-Zavala asked the time frame for hiring. Mr. Kurtenbach estimated the time frame as approximately 2½ weeks.

Peter Ramsay indicated that the shortage is a sign of the nation's good economy. He commented that many jobs are available and it is an employee's market.

Jim Wortham stated that we need to begin discussion on standardization of training. Chairman Levenda stated that he agrees with the standardization. He commented that training is individualized now, but as a committee, we could discuss and support standardization. Mr. Wortham indicated the committee could research potential funding sources for training. Mr. Kurtenbach stated that the Arizona Chiefs Committee discussed certification of operators. The Committee did not find any nationally mandated programs for training.

Harry Beck stated, although his department has a low turnover rate, problems occurred a few years ago. He indicated that a survey in his department was taken that showed that operators needed more training to increase their confidence level and reduce stress. He commented that the operators are now given monthly training sessions.

Mr. Wortham stated that the PSAP handbook is being reviewed. He commented that grass roots input would be valuable.

Chairman Levenda asked for a motion to support regional solutions for alleviating dispatcher shortages. Cliff Jones moved, Harry Beck seconded, and it was unanimously carried.

6. MSAG Update

Harry Beck stated that a working group was formed to study the concerns with maintenance of the MSAG database. He indicated that problems occur with error corrections being performed by individual PSAPs. Mr. Beck stated that the working group determined that immediate action on error rate correction needed to be taken by notifying agencies of unsatisfactory performance, providing a training session, and monitoring PSAP performance.

Ms. Dysinger-Franklin handed out a fact sheet about the 911 MSAG and gave an overview of the history and operation of the system.

Mr. Beck stated that response from City and PSAP Managers was positive regarding the letter and training. He commented that the rate of completion of error corrections has been decreasing since monitoring began after the training session in November 1998. Mr. Beck commented that a full-time position needs to be formed to maintain the database for all jurisdictions.

Chairman Levenda asked for clarification as to whether one or two positions would be added, as two were stated in the hand out. Mr. Beck replied that one position would be added at the outset, with another position being added as the region continues to grow. Chief Levenda asked if the new positions would have the authority to correct errors. Jean Maiocco replied that the SCC now emails the errors to

her for distribution. She stated that she must still distribute these errors to the appropriate PSAPs for their correction. Since the authority has not been given to her for correction, she can only review agencies' input. She indicated this is a time consuming process and estimated the paper flow process at 1½ weeks. With a dedicated MSAG staff person, contacts with each agency's planning and zoning departments could be established to decrease the process time. This would relieve the communities of some of the duties involved in making the corrections themselves. Mr. Wortham stated that the increase of wireless and dial tone provider companies increases the errors. Mr. Ramsay asked where the positions would be located. Mr. Beck stated that City of Phoenix Fire would make access to their database available to increase accuracy. Mr. Beck replied that location has not been determined. He stated that Phoenix Fire Department is open to coordinating the effort, dependent on MAG's decision. Mr. Beck stated that the error correction is a MAG function and the MSAG agent should be associated with MAG.

Chairman Levenda expressed concern with the additional positions on the budget. However, he stated that it is important to take action today. Mr. Beck stated that money for the positions would come from MAG agency assessments.

Harry Beck moved to recommendation to the MAG Management Committee that two positions be added for maintenance of the MSAG database. Dennis Donna seconded, and it was unanimously carried.

7. Update on Request for Proposal Consultant Study of the Maricopa County E911 System

Mr. Wortham handed out copies of the draft RFP to the Oversight Team. He commented that the Technical Subcommittee is reviewing the RFP. Mr. Wortham stated that the purpose of the RFP is to perform a performance audit on the 911 system and its ongoing management. The scope of work in this MAG RFP covers two budget years. Mr. Wortham stated that a finalized document is expected at the next meeting. Chairman Levenda asked if there were any questions and thanked Mr. Wortham for his report.

8. N11 Compliance

Mr. Wortham handed out copies of a proposal for an implementation plan for N11. He commented that the proposal has not yet been discussed with the PSAP Managers. The purpose of the document is to define the use of a regional abbreviated dialing code. Mr. Wortham stated that discussions have been held on designating 311 as a non-emergency police number. He indicated that 711 has already been designated for hearing impaired systems and 411 for information. Mr. Wortham noted that ITS is also looking at abbreviated dialing access.

Mr. Kurtenbach stated that he attended a meeting in Washington, DC. He indicated that testing of the 311 concept is ongoing. Mr. Kurtenbach noted that there is a lot of national interest to standardize a non-emergency police number. He indicated that funding sources could be similar to the 911 source. Mr. Wortham stated that 311 calls would be routed to their own non-emergency call centers. Routing these calls to existing 911 centers would overload an already overworked system.

Sarah Joshua stated that ITS is supporting a national effort to have a standardized number for traffic and road conditions.

Mr. Beck stated that we need to act on assigning these numbers, or they may be assigned otherwise. He recommended that the region begin defining the uses for these numbers. With the rapidly changing technology of communications, we do not know when we will need to have access to a designated number.

Chairman Levenda asked if there were any questions and thanked Mr. Wortham for his report. He asked if there was any further business.

Mr. Kurtenbach expressed concern for the messages received from mobile safety devices, such as Norstar. He recommended that the devices should be marketed only if they have their own central monitoring station and required to maintain their database of subscribers. Mr. Kurtenbach noted that cost recovery on these calls is important, since projections show 3 million of these systems in operation in the near future. Mr. Wortham stated that the PSAP Managers would discuss this issue at their next meeting. Chairman Levenda remarked that the Oversight Team would review after the PSAP Managers and Technical Subcommittee meetings.

Mr. Joshua gave an overview of ITS undertakings across the country. He handed out copies of a DOT application for integrating the electronic systems of traffic management and emergency management centers. Mr. Joshua noted that there is funding available for these projects and he will need to interface with the 911 Committees on this. Chairman Levenda stated that copies of the document could be mailed to Oversight team members.

Chairman Levenda announced his resignation as Chairman of the Oversight Team. He expressed appreciation for the interest and efforts of the Oversight Team.

There being no further business, the meeting was adjourned at 3:25 p.m.